



CUSTOMER SERVICE SURVEY

Please circle the most accurate response.

1. How satisfied were you with the time it took to be welcomed into the store?

VERY DISSATISFIED DISSATISFIED UNDECIDED SATISFIED VERY SATISFIED

2. How satisfied were you with the time it took to be approached for service by a team member?

VERY DISSATISFIED DISSATISFIED UNDECIDED SATISFIED VERY SATISFIED

Please tell us how much you agree or disagree with the following statements.

3. The team member was knowledgeable & easy to understand.

STRONGLY DISAGREE DISAGREE UNDECIDED AGREE STRONGLY AGREE

4. The team member was able to identify my needs quickly & to my satisfaction.

STRONGLY DISAGREE DISAGREE UNDECIDED AGREE STRONGLY AGREE

5. Overall, how satisfied were you with your contact with our customer service?

VERY DISSATISFIED DISSATISFIED UNDECIDED SATISFIED VERY SATISFIED

6. Overall, how satisfied were you with your shopping experience at New Generation Clothing?

VERY DISSATISFIED DISSATISFIED UNDECIDED SATISFIED VERY SATISFIED

7. Would you recommend us to a friend or family member?

STRONGLY DISAGREE DISAGREE UNDECIDED AGREE STRONGLY AGREE

8. Please circle the main reason you shopped with us today?

SERVICE PRICES BRANDS RANGE LOCATION

9. What changes, if any, can we make to improve your shopping experience at New Generation Clothing?

10. Please note your contact details if you would like to be contacted by our Store Manager to discuss any concerns further.



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